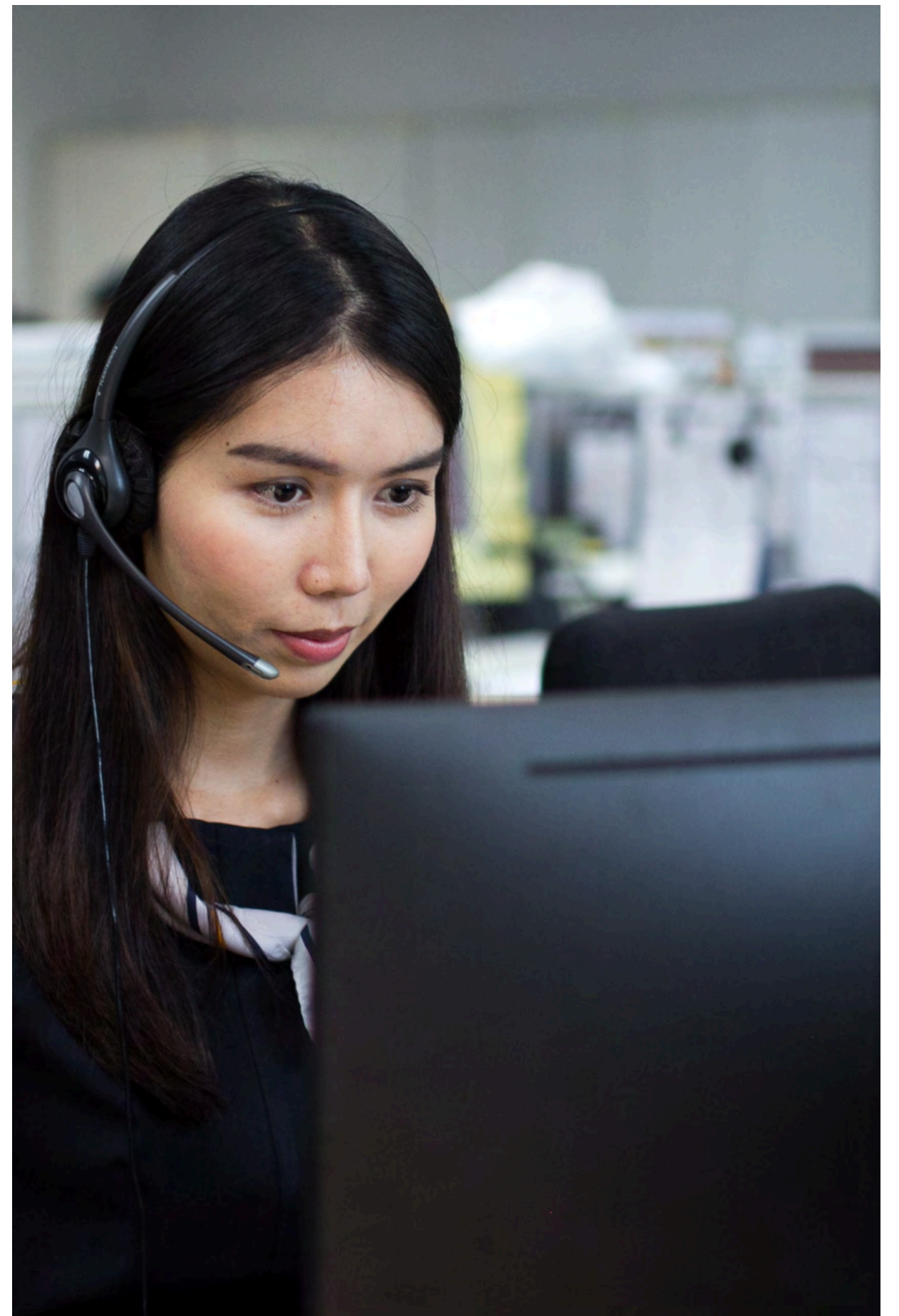
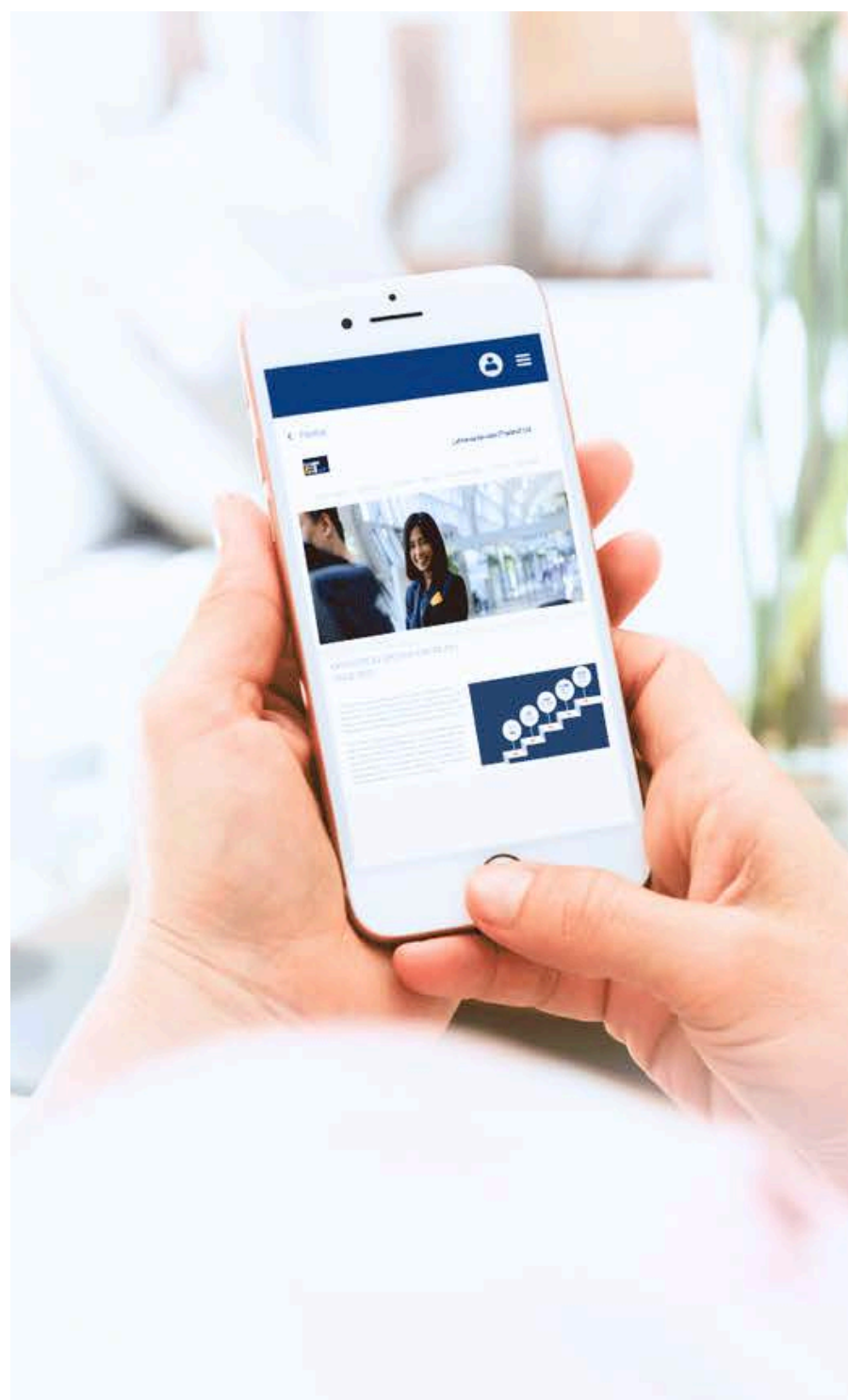


REMOTE BUSINESS SUPPORT

From Bangkok to the world



More information
www.lst-thailand.com





ABOUT US

World class aviation outsourcing partner since 1993.



30+

Years of experience



550 +

Excellent employees



30+

Customers with individual needs



198,000

Check-in per mont



92,000

Customer calls and non calls per month



3,600

Load sheets per month

Established in 1993 by Lufthansa German Airlines, Lufthansa Services Thailand has achieved professional recognition in aviation services.

We support airlines at Suvarnabhumi (BKK) and Phuket (HKT) airports, as well as through our remote service center in Bangkok.

We currently provide ground operations in passenger services, cargo supervision, load control, executive aviation, and travel services. At our main port, Suvarnabhumi International Airport, we are well known for our professionalism and dedication.

HIGH TECH WITH HIGH TOUCH

We are your trusted partner in aviation,
delivering expert centralized support solutions
and seamless remote assistance.

WHY CHOOSE US?

Staff Competency

Hard skills, industry expertise, soft skills including language proficiency, and extensive experience.

Tailor-Made Service

High flexibility and agility in adapting to unique client needs

Quality of Work

High efficiency, effectiveness & strong service-oriented approach.

Reliability & Reputation

A trusted airline-based company known for delivering dependable and reputable services.

Accessibility to LHG IT Infrastructure

Seamless integration and access to advanced technological resources.



Open Mindset & Can do attitude

Culture of openness and positivity, fostering collaboration and proactive problem-solving.

Strategic Time-Zone Alignment

Thailand's time zone allows seamless collaboration with Asia-Pacific, European, and Middle Eastern markets.

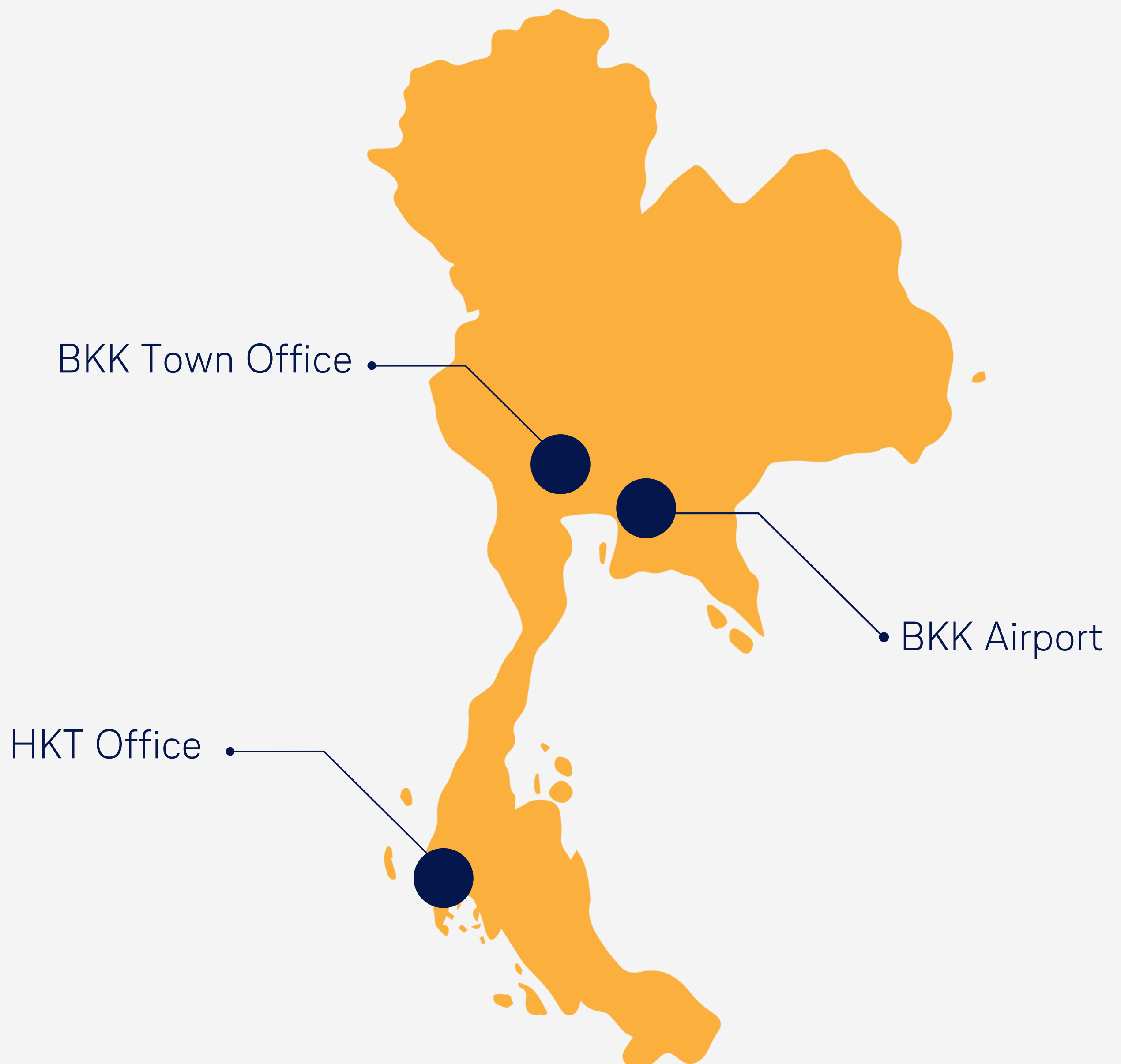
'EXTRA (S)MILE'

We go the extra mile and wear an extra smile, even in challenging environments.



- Know-how, experience & future oriented
- Service Excellence in our genes
- Flexibility

THREE MAIN LOCATIONS IN THAILAND



OUR SERVICE

Our expertise covers every aspect of the aviation industry, delivering comprehensive end-to-end remote support services.



Our Services

Contact Center for B2B / B2C
Remote Business Center
Centralized Load Control
Ground Ops Competence Center
Station Support Baggage Center
Centralized Support Solutions

CONTACT CENTER FOR B2B/B2C

We provide comprehensive LHG ticketing and reservation services, including the seamless support for customers, travel agencies, group helpdesks, Miles and More and PPB. Whenever you need assistance with the ticketing, our one-stop solution guarantees a smooth experience, backed by trusted expertise.



REMOTE BUSINESS CENTER



The RBC team specializes in providing B2B support across various services, including resolving ticketing issues, managing seat blocking, and efficiently handling misconnecting passengers to the HUBs. We support the TOP travel agency for seamless travel arrangements, offer EW involuntary support, and provide Group Support, ensuring comprehensive and timely solutions for all your needs.

CENTRALIZED LOAD CONTROL

The airline customers using the centralized load control service provided by Lufthansa Services Thailand can save time and cost on the one hand and maintain safe operations on the other hand.

Our centralized load control service is integrated with a complex operational chain of events, which takes place between load control agents at BKK (who calculate and plan the loading remotely) and the local stakeholders such as the ramp agents at different airport stations worldwide.

Our load control agents calculate data for operational flight plans (OFP) and prepare loading instructions according to airline customers / IATA regulations.

The loading instructions are sent to the ramp agents who complete the loading accordingly. The load control agents do the final check, coordinate changes, and release the load sheets, which are either sent to the designated address or to the cockpit directly if ACARs is applicable for the airline.



GROUND OPERATIONS COMPETENCE CENTER



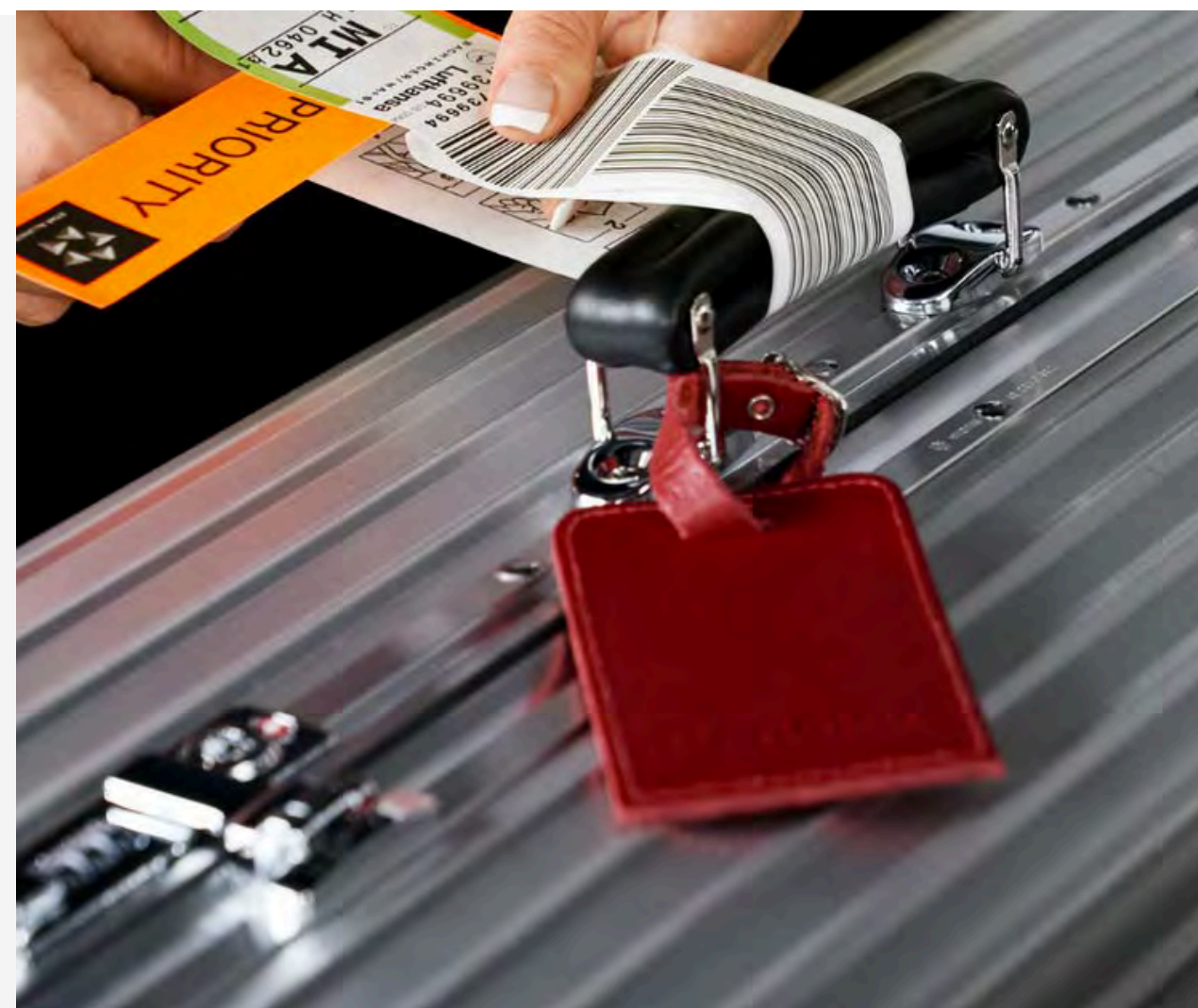
The ground operations competence center (GCC) provides operational station support as SPOC for ground Ops-related information and procedural questions. We provide expert support with in-depth ground operations competence.

The GCC conducts the centralized “Observation” to check & correct incomplete/missing MVT messages, ETD management, and acts as a “Consultant”. The GCC offers “Station assistance”, which includes a variety of support tasks, e.g. briefing call/email before OPS, flight Monitoring, quality check, and DM’s phone redirection.

The GCC performs as “Operation coordinator (OpCo)” for Lufthansa German decentralized stations in specific operational duties, e.g. ETD/TOBT management, enhanced flight monitoring, adverse weather handling, and crew administration.

STATION BAGGAGE SUPPORT CENTER

We're ready to tackle your daily station tasks or manage any baggage-related challenges that may arise with ease and expertise. We understand that each station is unique, which is why we offer tailor-made solutions to meet your specific needs.



CENTRALIZED SUPPORT SOLUTIONS

Transform your administrative experience with our seamless centralized support solutions. Staffed by ground operations experts with access to LHG systems and expertise across back-office, customer care, passenger handling, and load control, we simplify processes and amplify results.

- IT Credential Management
- Passenger Tax Verification and Report
- Cre Meal Ordering Management
- Centralized Lounge Invoice Control

30+ CUSTOMERS PLACE THEIR TRUST IN US.



SAFETY CULTURE

We prioritize the safety and well-being of our employees in every aspect of our operations

STAY IN TOUCH WITH US



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Lufthansa Services Thailand



Lufthansa Services Thailand



Lufthansa Services Thailand



Sales@lst-thai.com